**Referral Received (aim to respond to within 5 working days)**

**Allocation: Assessment of Need & Individual Capability**

**L1:** Basic telephone advice, range guidance and signposting. Topics might include: Role of the SENCO, what to ask at a meeting, admissions, school placement, transport, Annual review advice, Local offer, SEN support, EHCP process, bullying, and parental requests.

**L2 & L3:** Attending school meetings, one off or short term support. Reading EHCP drafts, form filling and letter writing (e.g. low level complaints), training and group work. Initial JAM meetings and most annual reviews, visits to schools. Advice topics include reasonable adjustments, advice on home education, communicating with school setting, SEN support, advice on SEN policy and provision.

**L3 & L4:** Ongoing/Complex cases e.g. exclusions, tribunals, out of education advice, appeals, formal disagreement resolution, complex casework with other agencies including children looked after and children in need cases. Higher level complaints e.g. ombudsman. Support at Mediation, informal disagreement resolution/ concern over provision (within schools) interim reviews, placement issues, managed moves, transport appeals, admissions appeals, disability discrimination, 1:1 support with children + Young People.

**Support Area**

**Tailored support in response to needs**

**Bradford SENDIASS Service Offer**